

County of San Diego, Health and Human Services Agency (HHSA)
CalFresh Program Guide Letter

Expedited Services

Number

625

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Issue Date:

04/28/2016

Effective Date:

Upon Receipt

Purpose:

Provide clarification on Expedited Services.

Background:

Customers who apply for CalFresh must be screened and evaluated for Expedited Services (ES).

Policy Change:

Clarify the following items:

- Informing customers of the date, time of their interview and rescheduling number when unable to reach the customer. Examples of the script can be seen in Processing Guide 105-01.
- While it is encouraged to issue the EBT/PIN in the office to ensure customers have access to their benefits in a timely manner; if requested by the customer, the EBT/PIN may be mailed. When customers request to have the EBT/PIN mailed, mailing delivery time does not affect the 3-day time frame for Expedited Services.
- If applicants do not provide sufficient information to be determined eligible for Expedited Services, the customer may be scheduled for normal processing. If Expedited Services eligibility is discovered at the interview or at any other time during the application process, the Expedited Services time clock starts from the date the county became aware the customer became eligible to Expedited Services.

Summary of Changes:

CFPG 63-105

Processing Guide 105-01

Updated to clarify Expedited Services

Added Processing Guide for internal use

Impact/s:

Automation: N/A

Forms and Document Capture: N/A

Programs Affected

CalFresh

Quality Control

Quality Control will cite the appropriate error when the regulations cited in this program material have not been followed.

Management Reporting: N/A

References:

ACL 16-14

ACL 88-54

ACL 12-74

ACIN 1-45-11, 1-45-11E, 1-45-11E11, 1-60-13

Definitions and Examples: S:\ENTERPRISE\Food Stamp State Forms\SPOS Folder\Guides Charts & Tables\Definitions and examples .pdf

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CalFresh Processing Guide 105-01: S:\ENTERPRISE\Food Stamp State Forms\SPOS Folder\Guides
Charts & Tables\Processing Guides

Sunset Date:

This letter will be reviewed for continuance by 04/28/2018

Approval for Release:

Handwritten signature of Rick Wanne in blue ink, followed by the date "4-28-16" also in blue ink.

RICK WANNE, Director
Eligibility Operations